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ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the automotive service advisor occupation. The automotive service advisor is responsible primarily for sales and services and at the same time may be called upon to supervise other service center activities such as auto maintenance, auto body repair, and painting. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Seven duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--Hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties include: preparing service orders; supervising personnel; handling customer complaints; scheduling new and used car preparation; selling of related merchandise; informing customer of job completion; and maintaining customers' records. An outline of basic arithmetic skills and concepts is appended. (BP)

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AUTOMOTIVE SERVICE ADVISOR

Instructional Materials Laboratory
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AN ANALYSIS OF THE AUTOMOTIVE SERVICE OCCUPATION

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FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

The following pages contain a detailed analysis of the duties and tasks of a competent automotive service advisor. The analysis was constructed on the basis of those duties performed by an automotive service advisor working in an automotive dealership or an independent service center.

As outlined, the duties and tasks covers those items mentioned in the job description with the exception of detailed mechanical jobs. The automotive service advisor is responsible primarily for sales and services and at the same time may be called upon to supervise other service center workers such as auto mechanics, auto body repair and painting.

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JOB DESCRIPTION

An automotive service advisor is a person who inspects and tests automobiles and trucks to determine a need for and costs of repairs. He/she does this by: (1) road tests, (2) mechanical tests and (3) electronic tests. He/she also visually inspect the automobile or truck and asks questions about the vehicle's performance. Once a need is determined this person estimates the cost of repairs and prepares an itemized work order listing costs of parts and labor.

This person may also be called upon to supervise auto mechanics, body repair, painting and other garage services.

Duty A Preparing Service Orders

- 1 Greet customer**
- 2 Answer phone**
- 3 Interpret customer's needs**
- 4 Interpret mechanical and electronic testing results**
- 5 Schedule repair work**
- 6 Record necessary data from customer**
- 7 Estimate costs of repair and time of completion**

(TASK STATEMENT) GREET CUSTOMER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY HAZARD
Customer	<p>Recognize customer</p> <p>Greet customer promptly</p> <p>Ask customer for services needed</p>	<p>Customers not permitted in service area</p>
<p><u>DECISIONS</u></p> <p>What type of customer</p> <p>Type of greeting to be used</p>	<p><u>CUES</u></p> <p>Customer attire</p> <p>Language used by customer</p>	<p><u>ERRORS</u></p> <p>Ill-at-ease customer</p> <p>Loss of customer</p>

SCIENCE

Sales Psychology
Size up customer
Make customer feel comfortable
Exhibit self competence
Gain trust of customer

MATH - NUMBER SYSTEMS

N/A

COMMUNICATIONS

PERFORMANCE MODES

Speaking

EXAMPLES

Greet customer

SKILLS/CONCEPTS

Terminology and general vocabulary
Appropriate Diction
Enunciation
Poise

(TASK STATEMENT) ANSWER PHONE

TOOLS, EQUIPMENT, MATERIALS,
OBJECTS ACTED UPON

Phone
Customer
Pad & pencil

PERFORMANCE KNOWLEDGE

Greeting
Identify Business
Identify self

SAFETY — HAZARD

N/A

DECISIONS

Determine if customer has correct
department
Decide if job can be done
Decide approximately when can job be
done

CUES

Tone of voice
General business conditions

ERRORS

Loss of customer
Loss of business time
Unhappy customer

SCIENCE	MATH - NUMBER SYSTEMS
<p>Psychology of Sales Size up customer Make customers feel comfortable Exhibit self-confidence Gain trust of customer</p>	<p>N/A</p>
COMMUNICATIONS	
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>
<p>Speaking</p>	<p>Answering phone</p>
<u>SKILLS/CONCEPTS</u>	
<p>Terminology General Vocabulary Appropriate Diction Enunciation</p>	

(TASK STATEMENT) INTERPRET CUSTOMER NEEDS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Customer Customer's vehicle</p>	<p>Listen to customers explanation Ask pertinent questions Road test vehicles</p>	<p>Traffic pattern in and out of service area</p>
<p><u>DECISIONS</u> Seriousness of problem Location of problem</p>	<p><u>CUES</u> Type of noise Occurrence of problem Customer's explanation</p>	<p><u>ERRORS</u> Unnecessary work Dissatisfied customer Added cost</p>

SCIENCE	MATH — NUMBER SYSTEMS
Behavioral Demonstrates self-confidence Demonstrates self-competence Reinforce customer confidence Grant appropriate regard to customer's unique needs	Basic Logic Deductive or Inductive
COMMUNICATIONS	
<u>PERFORMANCE MODES</u> Listening Speaking	<u>EXAMPLES</u> Customer's explanation Asking questions <u>SKILLS/CONCEPTS</u> Discriminate facts from non-facts Concentration Note taking Detail/inference Noise discrimination Terminology, General vocabulary Appropriate fiction Punctuation Logic Dress Poise

(TASK STATEMENT) INTERPRET MECHANICAL AND ELECTRONIC TEST RESULTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Test equipment Mechanical Electronic</p> <p>Test result check off sheet Vehicle Pad & pencil Mechanic</p>	<p>Perform electronic test Perform mechanical test Record results of test Evaluate test results</p>	<p>Use of testing equipment Mechanical Electronic</p> <p>Standard operating procedures Underhood Under car</p>
<p><u>DECISIONS</u></p> <p>Determine if testing done accurately</p> <p>Determine necessary parts and services needed</p>	<p><u>CUES</u></p> <p>Test results Mechanics opinion</p>	<p><u>ERRORS</u></p> <p>Unneeded repair and cost to customer and business Unhappy customer Loss of future business</p>

SCIENCE	MATH - NUMBER SYSTEMS
<p>Psychology Capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables</p> <p>Physical Simple machines used to gain mechanical advantage [Jacks & Lifts] Work input, work output, friction and efficiency in simple machines [Cranking motor, starter] Fluids under pressure [Braking system, hydraulic] Transfer of energy from one form to another [Cranking circuit, Generator circuit] Transfer of heat from one body to another [Cooling system] Resistance of materials to flow of electrical current [Spark plug wires] Effects of friction on work processes and product quality [brake shoes and drums]</p>	<p>Positive Rationals Use of Numbers - Recording Basic Arithmetic Skills and Concepts (See Appendix) Measurement - Temperature [Cooling System - Radiator] Measurement - Liquid [Coolant] Measurement - Speed [Engine Speed, R.P.M.] Read and Interpret Tables, Charts and Graphs [Specification charts] Basic Logic [deductive reasoning]</p>
PERFORMANCE MODES	COMMUNICATIONS
<p>Reading</p> <p>Writing</p> <p>Viewing</p>	<p><u>EXAMPLES</u></p> <p>Engine specification</p> <p>Recording test results</p> <p>Evaluates results</p> <p><u>SKILLS/CONCEPTS</u></p> <p>Comprehension terminology</p> <p>Permanship</p> <p>Spelling</p> <p>Memo format</p> <p>Appropriate diction</p> <p>Visual analysis</p>

(TASK STATEMENT) SCHEDULE REPAIR WORK

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Customer Service order form Schedule sheet	Review schedule of work load Write in necessary data	N/A
<u>DECISIONS</u> How long will job take Are necessary parts available	<u>CUES</u> Number of previously scheduled jobs Type of work to be done	<u>ERRORS</u> Overloading schedule Vehicle not repaired in time Unnecessary delay for customer

SCIENCE		MATH — NUMBER SYSTEMS	
N/A		Positive Rationals Use of Numbers (without calculation) - counting Fundamental Operations (Calculation) - addition Measurement - time [ratio/proportion as it relates to time per job]	
COMMUNICATIONS			
PERFORMANCE MODES		EXAMPLES	SKILLS/CONCEPTS
Reading Writing		Review schedule of work load Filling out schedule	Comprehension Penmanship Spelling Description

(TASK STATEMENT) RECORD NECESSARY DATA

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Customer Customer vehicle Service order form	Record information about customer Record information on vehicle Ask customer for necessary information	N/A
<u>DECISIONS</u> Determine if information recorded in correct space	<u>CUES</u> Customer information	<u>ERRORS</u> Mis-recording of information on customer and vehicle Unnecessary time delay

MATH - NUMBER SYSTEMS		SCIENCE
Positive rationals Use of numbers (without calculation) - Recording Fundamental Operations (Calculation) - Addition		Psychology Exhibit qualities of self-confidence, self-control, self-reliance, self-respect and adaptability Maintain capacity to foster trust
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Writing Reading Listening	Record customer & vehicle information Understanding service order Customer giving information	Penmanship Spelling Terminology Comprehension Discriminates facts from non-facts Concentration Comprehension

(TASK STATEMENT) ESTIMATE COST OF REPAIR & TIME OF COMPLETION

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Cost estimation sheet Calculator Flat rate manual Parts manual & price list Tax chart Phone</p>	<p>Determine cost of parts Determine cost of labor Compute tax Complete estimation sheet Obtain customer's signature</p>	<p>Proper use of calculator</p>
<p><u>DECISIONS</u> Accurate cost estimation</p>	<p><u>CUES</u> Customer's reaction to price</p>	<p><u>ERRORS</u> Inaccurate estimation Dissatisfied customer</p>

TASK STATEMENT④ ESTIMATE COST OF REPAIR AND TIME OF COMPLETION		MATH -- NUMBER SYSTEMS
SCIENCE	Behavioral Professionalism Maintain capacity to foster trust	Positive rationals Use of Numbers (without calculation) Counting, Coordinate system, Ordering, Indexing, Coding, Ratio, Measurement, Recording Basic Arithmetic Skills and Concepts -- (See appendix) Use of Computing Devices and Mechanical Aids - Electric and Mechanical Calculators Metric and English measure and conversion Rate [ratio - costing] Measurement: non-geometric [time of completion], money [pricing] Read and interpret tables, charts and graphs [parts manuals, flat rate manual, sales tax chart]
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Using manuals	Comprehension Speed/rate Terminology/General vocabulary
Writing	Estimation sheet	Penmanship Spelling Terminology/General vocabulary
Speaking	Asking for customers signature	Terms Appropriate diction Enunciation Persuasion and sales technique

Duty B Supervising Personnel

- 1 Prepare work schedule
- 2 Assign work to be done
- 3 Evaluate job performance
- 4 Employ personnel
- 5 Handle employee complaints
- 6 Maintain good housekeeping

(TASK STATEMENT) PREPARE WORK SCHEDULE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Work schedule sheet Desk File cabinet Pad & pencil Employee schedule sheet Calculator</p>	<p>Determine total hours of business operation Determine hours for each employee full time, part-time</p>	<p>N/A</p>
<p><u>DECISIONS</u> Vacation time Overtime</p>	<p><u>CUES</u> Expected work load Unexpected emergencies Employee reaction to work schedule</p>	<p><u>ERRORS</u> Over loaded work schedule Unhappy employees Dissatisfied customer Unhappy personnel manager</p>

ASK STATEMENT// PREPARE WORK SCHEDULE		
SCIENCE	MATH -- NUMBER SYSTEMS	
<p>Psychology</p> <p>Distribute personnel with regards to leadership qualities and experiences for optimum team performance</p> <p>Grant conscious attention to smoothly flowing team work</p> <p>Conscious awareness of the need for a balance (both physical and mental) between tension and relaxation</p>	<p>Positive Rationals</p> <p>Use of Numbers (without calculation) - Recording</p> <p>Basic Arithmetic Skills and Concepts (See Appendix)</p> <p>Use of Computing Devices and Mechanical Aids, Examples:</p> <p>Electric and mechanical calculators</p> <p>Measurement: non-geometric, time [work schedules]</p> <p>Read and interpret tables, charts and graphs [work schedules]</p>	
COMMUNICATIONS		
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Writing	Preparing schedule	Penmanship Spelling

(TASK STATEMENT) ASSIGN WORK TO BE DONE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Work schedule sheet Completed work order</p>	<p>Assign qualified person to jobs Inform employee of specific job to be done</p>	<p>N/A</p>
<p><u>DECISIONS</u> Does qualifications of employees meet job requirements</p>	<p><u>CUES</u> Past performance Job qualifications</p>	<p><u>ERRORS</u> Uneven job distribution Delayed completion of jobs Dissatisfied customers Unhappy employees</p>

SCIENCE

MATH — NUMBER SYSTEMS

Behavioral

Distribute personnel with regard to leadership qualities & experiences for optimum team performance
Grant conscious attention to smoothly flowing team work

Conscious awareness of the need for a balance (Roth physical & mental) between tension & relaxation

Relates to:

comfort

caution

safety

physical, emotional & intellectual health

N/A

COMMUNICATIONS

PERFORMANCE MODES

Speaking

Writing

EXAMPLES

Inform employee of job

Complete work schedule sheet

SKILLS/CONCEPTS

General vocabulary
Appropriate diction
Enunciation

Penmanship
Spelling
Terminology
Logic

(TASK STATEMENT) EVALUATE JOB PERFORMANCE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
Job evaluation form Pencil, pen Personnel folder Office Employee	Determine job performance Determine amount of wage increase (if any) Schedule personal conference Recommend any additional training, Promotion and dismissals	N/A
<u>DECISIONS</u> Determine if job performance is acceptable Decide on status of employee	<u>CUES</u> Past work performance	<u>ERRORS</u> Unnecessary dismissal Unhappy employees

SCIENCE

MATH - NUMBER SYSTEMS

Psychology

Exhibit capacity to ascertain personal qualities (skills, knowledge, character, flexibility, learning capacity)

Exhibit capacity fo foster trust

Exhibit capacity to reflect job performance

Positive Rationals

Measurement: non-geometric - Time [Wage increase]

Basic Logic [Deductive reasoning]

COMMUNICATIONS

PERFORMANCE MODES

Listening

Writing

Speaking

Viewing

EXAMPLES

Evaluates employee

Completing job evaluation form

Evaluates employee

Observation of job performance

SKILLS/CONCEPTS

Discriminates facts from non-facts
Recognize Opinion, Concentration,
Note Taking
Penmanship, Spelling, Terminology,
General Vocabulary, Appropriate
Diction, Clarity of Expression, Logic
Terminology, Appropriate Diction,
Enunciation, Clarity of Expression,
Poise
Visual Analysis, Memory/Detail, Logic

(TASK STATEMENT) EMPLOY PERSONNEL

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Office File cabinet Pad & pencil Application forms Testing devices Applicants</p>	<p>Distribute application forms Review applications Schedule testing Interview applicants Evaluate application & applicant</p>	<p>N/A</p>
<p><u>DECISIONS</u> Determine if application is filled out properly Determine necessary testing Determine job openings Determine status; employed, not employed</p>	<p><u>CUES</u> Application form Testing results Interview</p>	<p><u>ERRORS</u> Employment of non-qualified people Over staffing Under staffing Testing errors</p>

SCIENCE	MATH - NUMBER SYSTEMS
<p>Behavioral</p> <p>Exhibit capacity to:</p> <ul style="list-style-type: none"> Ascertain personal qualities Foster trust Accurately reflect plant environment & job expectations Communicate pride in establishment 	<p>Positive Rationals</p> <p>Use of Numbers (without calculation) - Counting, Coding</p> <p>Basic Arithmetic Skills and Concepts (See Appendix)</p> <p>Use of Computing Devices and Mechanical Aids (Electric and Mechanical calculators)</p> <p>Given an Instrument of Measure, determine precision and/or accuracy with respect to relative error, significant digits and tolerance [testing devices]</p> <p>Read and interpret tables, charts and graphs [testing-ranking]</p>
COMMUNICATIONS	
<p><u>PERFORMANCE MODES</u></p> <p>Speaking</p> <p>Reading</p> <p>Writing</p> <p>Listening</p> <p>Viewing</p>	<p><u>EXAMPLES</u></p> <p>Personal interview</p> <p>Reviewing application forms</p> <p>Employer section of application form</p> <p>Personal interview</p> <p>Personal interview</p> <p><u>SKILLS/CONCEPTS</u></p> <p>Term/General Vocabulary, Appropriate Diction, Enunciation, Clarity of expression, Logic, Dress, Poise</p> <p>Comprehension, Recommendation reports, Penmanship, Spelling</p> <p>Discriminate facts from non-facts, Recognize opinions, Concentration</p> <p>Note taking</p> <p>Appearance of applicant</p>

(TASK STATEMENT) HANDLE EMPLOYEE COMPLAINTS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
Employee Employee folder Office Pencil & paper Complaint sheet	Schedule employee conference Review employee file Listen to employee complaint Evaluate complaint	N/A
<u>DECISIONS</u> Determine validity of complaint Action (if any) to be taken	<u>CUES</u> Personnel file Employees presentation of complaint	<u>ERRORS</u> Unhappy employee Tense working environment Low output (work efficiency)

SK STATEMENT) HANDLE EMPLOYEE COMPLAINTS

SCIENCE		MATH - NUMBER SYSTEMS	
<p>Psychology: Exhibits capacity to listen openly and attentively in this communication process Maintain capacity to foster trust Maintain capacity to foster confidentiality Maintain regard for differing views on maximum efficiency of the operation Capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables</p>	<p>Positive Rationals Measurement: non-geometric - Time [Time & Dates for employee conference] Basic Logic [Deductive Reasoning]</p>		
COMMUNICATIONS			
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS	
Listening Writing Speaking Reading	Employee complaint Follow-up report Employee conference Reviewing report	Discriminate facts from non-facts, Recognize opinions, Concentration, Logic, Note taking Penmanship, Spelling, Memo format, Appropriate diction, Logic Terminology, Appropriate diction, Enunciation, Poise Comprehension	

(TASK STATEMENT) MAINTAIN GOOD HOUSEKEEPING PRINCIPLES

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Employees Housekeeping supplies Brooms & mops Soap Degreasing materials Toilet paper Waste Containers (Recyclable, non- recyclable waste) Paper waste Metal waste Liquid waste</p>	<p>Ensure that service area is clean at the end of each day Ensure that rest rooms are clean & supplied each day Ensure offices are cleaned each day Assign personnel to clean-up duties when necessary Ensure there is a supply of cleaning materials</p>	<p>Follow all shop operating procedures Example: No horseplay</p>
<p><u>DECISIONS</u></p> <p>Are good housekeeping principles being followed</p>	<p><u>CUES</u></p> <p>Viewing service area, offices & rest rooms</p>	<p><u>ERRORS</u></p> <p>Bad working environment Bad public image Unhappy employees Sloppy repairs Dissatisfied customers</p>

SK STATEMENT) MAINTAIN GOOD HOUSEKEEPING PRINCIPLES

SCIENCE		MATH -- NUMBER SYSTEMS
<p>Behavioral</p> <p>Grant appropriate regard for customer's expectations, of a properly operated business, Example: Clean rest rooms</p> <p>Grant conscious attention to smoothly flowing team-work</p> <p>Communicate pride in establishment</p> <p>Conscious awareness of the need for a balance (physical & mental tension & relaxation)</p> <p>Comfort</p> <p>Caution</p> <p>Safety</p>		N/A
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Viewing	Viewing rest rooms	Visual analysis Memory
Speaking	Assigning personnel	Describing Detail & inference Appropriate diction Implying Enunciation Clarity of expression Persuasion

Duty C Handling Customer Complaint

- 1 Answer phone**
- 2 Greet customer**
- 3 Listen to and determine validity of customer's complaint**
- 4 Complete follow-up of customer's complaint**

(TASK STATEMENT) ANSWER PHONE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
Phone customer Customer Pad & pencil	Greeting Identify business Identify self	N/A
<p><u>DECISIONS</u></p> <p>Determine if customer has correct department Decide if job can be done Decide approximately when job can be done</p>	<p><u>CUES</u></p> <p>Tone of voice General business conditions</p>	<p><u>ERRORS</u></p> <p>Loss of customer Loss of business time Unhappy customer</p>

SCIENCE

Psychology of Sales
Size up customer
Make customers feel comfortable
Exhibit self-confidence
Gain trust of customer

MATH — NUMBER SYSTEMS

N/A

COMMUNICATIONS

PERFORMANCE MODES

Speaking

EXAMPLES

Answering phone

SKILLS/CONCEPTS

Terminology
General Vocabulary
Appropriate Diction
Enunciation

(TASK STATEMENT) GREET CUSTOMER

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
Customer	Recognize customer Greet customer promptly Speak to customer	Customers not permitted in service area
<u>DECISIONS</u> What type of customer Type of greeting to be used	<u>CUES</u> Customer attire Language used by customer	<u>ERRORS</u> Ill-at-ease customer Loss of customer

SK STATEMENT) GREET CUSTOMER

SCIENCE	MATH — NUMBER SYSTEMS
<p>Sales Psychology Size up customer Make customer feel comfortable Exhibit self competence Gain trust of customer</p>	N/A
COMMUNICATIONS	
<p><u>PERFORMANCE MODES</u> Speaking</p>	<p><u>EXAMPLES</u> Greet customer</p>
	<p><u>SKILLS/CONCEPTS</u> Terminology/General Vocabulary Appropriate Diction Enunciation Poise</p>

(TASK STATEMENT) LISTEN TO & DETERMINE VALIDITY OF CUSTOMER'S COMPLAINT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Complainant Office Pad & pencil Vehicle Phone Service order form	Write nature of complaint Record data; name etc. Pull old service order Perform preliminary testing Instruct customer what to do Reschedule customer's vehicle	Driving habits - are they correct
<u>DECISIONS</u> Determine validity of complaint Determine action to be taken	<u>CUES</u> Customer's explanation Preliminary testing results	<u>ERRORS</u> Unhappy customer Lost customer Bad business image

SK STATEMENT) LISTEN TO & DETERMINE VALIDITY OF CUSTOMER'S COMPLAINT

SCIENCE		MATH — NUMBER SYSTEMS	
Behavioral Exhibit capacity to listen openly & attentively in this communication process Grant appropriate regard for customers needs Capacity to perceive quickly integrate & function well in the face of unexpected situational variables	Positive rationals Use of Numbers (without calculation) - Recording Fundamental Operations (Calculation) (See Appendix) Measurement: Non-geometric - Time [schedule sheets] Read and Interpret tables, charts and graphs [Time up specifications]		
COMMUNICATIONS			
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS	
Listening	Listen to customer's complaints	Discriminate facts from non-facts, Concentration, Logic, Note taking, Detail/inference	
Writing	Recording data	Penmanship, Spelling, Term/General Vocabulary	
Speaking	Instructing customer	Term/General Vocabulary, Appropriate Diction, Enunciation, Poise	
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(TASK STATEMENT) COMPLETE CUSTOMER FOLLOW-UP

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
Service order form Customer Phone Pencil & paper	Review service order Phone customer Inquire as to customer satisfaction Record time of call and customer	N/A
<u>DECISIONS</u> Selection of customer comments	<u>CUES</u> Customer reaction	<u>ERRORS</u> Failure to foster interest in customer needs

SK STATEMENT) COMPLETE CUSTOMER FOLLOW-UP

SCIENCE	MATH - NUMBER SYSTEMS
<p>Psychology Grant appropriate concern for customer needs Communicate pride in establishment Foster the attitude that the business cares</p>	<p>Positive Rationals Use of Numbers (without calculation) - Recording Fundamental Operations (Calculation) (See Appendix) Measurement: non-geometric [time of call]</p>

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COMMUNICATIONS

PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
<p>Speaking Writing Reading Listening</p>	<p>Phone customer Recording call and comment Reviewing service order Inquire as to customer satisfaction</p>	<p>Terminology, general vocabulary, appropriate diction, enunciation, persuasion/sales technique Penmanship, spelling, memo format, terminology, general vocabulary Comprehension Discriminate facts from non-facts, concentration, note taking</p>

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Duty D Scheduling New and Used Car Preparation

- 1 Record necessary data on vehicle**
- 2 Schedule preparation of vehicle**

(TASK STATEMENT) RECORD NECESSARY DATA ON VEHICLE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Service order Vehicle Customer's sales invoice Manufacturer's invoice	Record, type & make of vehicle Record engine number & serial number Record purchase & delivery date List any dealer installed options	Shop operational procedures
<u>DECISIONS</u> Determine preparation for customer or display Determine preparation for demonstration	<u>CUES</u> Customer's sales invoice Manufacturer's invoice	<u>ERRORS</u> Delayed delivery Unhappy customer

ASK STATEMENT) RECORD NECESSARY DATA ON VEHICLE

SCIENCE	MATH -- NUMBER SYSTEMS
<p>Behavioral Conscious awareness of qualities basic optimal mental performance Attention Observation Concentration Mental alertness Organization</p>	<p>Positive Rationals Use of Numbers (without calculation) - Recording</p>
COMMUNICATIONS	
<u>PERFORMANCE MODES</u> Reading Writing	<u>EXAMPLES</u> Reading invoice Lists any dealer installed options
<u>SKILLS/CONCEPTS</u> Comprehension, Terminology Penmanship, Spelling, Terminology	

(TASK STATEMENT) SCHEDULE PREPARATION OF VEHICLE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Sales invoice Schedule sheet Pad & pencil Vehicle	Schedule vehicle for mechanical preparation Schedule vehicle for non-mechanical preparation	Driving precautions Shop procedures
<u>DECISIONS</u> Determine time for preparation based on delivery date.	<u>CUES</u> Delivery date	<u>ERRORS</u> Vehicle not ready for delivery

SCIENCE	MATH - NUMBER SYSTEMS
<p>Psychology Grant conscious attention to smoothly flowing team work</p>	<p>Positive Rationals Use of numbers (without calculation) - Recording Read and interpret tables, charts and graphs [time for delivery]</p>
PERFORMANCE MODES	COMMUNICATIONS
<p>Reading Writing</p>	<p><u>EXAMPLES</u> Understanding invoice Prepare schedules</p> <p><u>SKILLS/CONCEPTS</u> Comprehension Penmanship, Spelling, Terminology</p>

Duty E Selling of Related Merchandise

- 1 Make visual inspection of vehicle**
- 2 Display merchandise**

(TASK STATEMENT) MAKE VISUAL INSPECTION OF VEHICLE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Vehicle Check list Pad & pencil Products Parts catalog	Inspect exterior of vehicle Inspect interior of vehicle Inspect under hood Check door stickers Use check list Suggest needed products & services as determined by mechanical & electronic testing	Follow shop operation procedures
<u>DECISIONS</u> Decide what related merchandise & services to recommend	<u>CUES</u> Mileage Door stickers	<u>ERRORS</u> Lost sales Unhappy customer if problem develops at a later date

SCIENCE	MATH - NUMBER SYSTEMS
<p>Sales Psychology-- Size up customer Make customer feel comfortable Exhibit self competence Gain trust of customer Foster the idea that the business cares</p>	<p>Positive Rationals Use of Numbers (without calculation) - Recording Basic Arithmetic Skills and Concepts (See Appendix) Use of Computing Devices and Mechanical Aids - Electric and Mechanical Calculators Measurement: non-geometric - Money [money pricing] Read and interpret tables, charts and graphs [parts catalog]</p>
COMMUNICATIONS	
<p><u>PERFORMANCE MODES</u> Speaking Reading Writing Viewing</p>	<p><u>EXAMPLES</u> Suggest needed products Using parts catalog Completing check list Inspecting vehicle</p> <p><u>SKILLS/CONCEPTS</u> Term/General Vocabulary, Appropriate diction, Enunciation, Persuasion & Sales Techniques Comprehension, Term/General Vocabulary Penmanship, Term/General Vocabulary Visual Analysis, Memory, Description, Logic, Recognizing Symbols, Codes, Emblems</p>

(TASK STATEMENT) DISPLAY MERCHANDISE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Products Display materials Display area	Obtain products to be displayed Set up display area Arrange display Set up display of old new parts	Beware of flammable material Use and location of extinguishers
<u>DECISIONS</u> Decide on what products to be display Determine effectiveness of display Determine area of display Determine type of display	<u>CUES</u> Customer needs Season	<u>ERRORS</u> Non-effective display Lost sales

SK STATEMENT) DISPLAY MERCHANDISE		MATH - NUMBER SYSTEMS	
SCIENCE			
Display Psychology Gain attention Create interest Develop desire Show need Induce favorable action		Positive Rationals Ratio and proportion [size and color] Measurement: non-geometric - Time [season], Money Pricing] Recognize and identify basic geometry figures, plane and solid Knowledge of geometric relationships	
COMMUNICATIONS			
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>	
Viewing Touching	Arrangement of display Comparison of parts	Visual analysis, describing, logic detail/inference, color discrimination, size discrimination Size, shape, motion, structure	

Duty F Informing Customer of Job Completion

- 1 Pull service order and review**
- 2 Handle customer closing**

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(TASK STATEMENT) PULL SERVICE ORDER & REVIEW

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Service order Mechanic Automobile	Check service order for completion of repair work Check service order for completeness (pricing, headings)	Follow shop operations procedures
<u>DECISIONS</u> Has all repair work been done Is the work order properly filled out Is it time to inform the customer	<u>CUES</u> Automobile Repair order Mechanic	<u>ERRORS</u> Incomplete work Lost time Unnecessary delays for customers

SCIENCE	MATH - NUMBER SYSTEMS
<p>Behavioral</p> <p>Grant conscious attention to smoothly flowing team work</p> <p>Exhibit capacity to ascertain best service for the particular party type requested</p> <p>Communicate pride in establishment</p>	<p>Positive rationals</p> <p>Use of Numbers (without calculation) - Recording</p>
COMMUNICATIONS	
<p><u>PERFORMANCE MODES</u></p> <p>Speaking</p> <p>Reading</p> <p>Listening</p>	<p><u>EXAMPLES</u></p> <p>Conferring with mechanic</p> <p>Reviewing service order</p> <p>Conferring with mechanic</p>
	<p><u>SKILLS/CONCEPTS</u></p> <p>Term/general vocabulary</p> <p>Comprehension, detail, inference, term/general vocabulary</p> <p>Concentration, comprehension, note taking, noise discrimination</p>

(TASK STATEMENT) HANDLE CUSTOMER CLOSING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
Customer Service order Automobile	Greet customer upon arrival Review repair order with customer Answer any questions Direct customer to cashier and retain customer copy of repair order Send completed service order to cashier Direct custom to vehicle location	Traffic pattern of automobiles in and out
<u>DECISIONS</u> Determine if customer is satisfied Determine if service order explanation is complete	<u>CUES</u> Customer Repair order	<u>ERRORS</u> Dissatisfied customer Loss of future business

SK STATEMENT) HANDLE CUSTOMER CLOSING

SCIENCE		MATH - NUMBER SYSTEMS
<p>Psychology</p> <p>Maintain capacity to foster trust</p> <p>Maintain capacity to foster cooperation</p> <p>Maintain capacity to foster mutual satisfaction</p> <p>Maintain capacity to foster the idea that we care</p> <p>Exhibit qualities of self-confidence, self-control, self-reliance, self-respect, and adaptability</p> <p>Grant appropriate regard for customer's unique needs</p> <p>Communicate pride in establishment</p>		N/A

COMMUNICATIONS		
<u>PERFORMANCE MODES</u>	<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Speaking	Reviewing service order with customer	Terminology, general vocabulary, appropriate diction, enunciation
Listening	Customer views	Recognize opinions, concentration

Duty G Maintaining Customers Records

- 1 Complete customer follow-up file**
- 2 Review customer follow-up file periodically**

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(TASK STATEMENT) COMPLETE CUSTOMER FOLLOW-UP FILE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
Service order Index cards (3 x 5) Pad and pencil File cabinet	Record necessary data on index cards File service order	N/A
<u>DECISIONS</u> Determine if all needed information is recorded Determine method of filing service orders Determine method of filing index cards	<u>CUES</u> Service orders	<u>ERRORS</u> Lost business Wrong information

SCIENCE		MATH - NUMBER SYSTEMS
N/A		Positive Rationals Use of numbers (without calculation) - Recording
COMMUNICATIONS		
<u>PERFORMANCE MODES</u> Reading Writing	<u>EXAMPLES</u> Reviewing service orders Recording information on 3 x 5 index cards	<u>SKILLS/CONCEPTS</u> Comprehension, Terminology Penmanship, Spelling, Memo format

(TASK STATEMENT) REVIEW CUSTOMER FOLLOW-UP FILE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Index cards 3 x 5</p> <p>Customer</p> <p>Phone</p> <p>Sales sheets or discount coupons</p>	<p>Notify customer of services due</p> <p>Notify customer of special deals or offers</p>	<p>N/A</p>
<p><u>DECISIONS</u></p> <p>Determine services due</p> <p>Determine special offers</p> <p>Determine method of notification</p>	<p><u>CUES</u></p> <p>Seasonal jobs</p> <p>Services needed</p>	<p><u>ERRORS</u></p> <p>Loss sales</p> <p>Unhappy customers</p>

SK STATEMENT) REVIEW CUSTOMER FOLLOW-UP FILE

SCIENCE		MATH - NUMBER SYSTEMS	
Psychology Capacity to foster the idea that we care Maintain capacity to foster trust Grant appropriate regards for customer's unique needs Communicate pride in establishment	Positive Rationals Use of Numbers (without calculations) - Recording Measurement: non-geometric - Time [Intervals of Review]		
COMMUNICATIONS			
<u>PERFORMANCE MODES</u>		<u>EXAMPLES</u>	<u>SKILLS/CONCEPTS</u>
Reading		Reviewing index cards	Comprehension, Terminology
Speaking		Informing customer	Terminology, General Vocabulary, Appropriate Diction, Enunciation, Persuasion/Sales Technique
Writing		Sales notification	Penmanship, Spelling
Listening		Customer opinion	Note taking

APPENDIX A Basic Arithmetic Skills and Concepts

Set of Real Numbers

Irrationals/Rationals

Fractions/Decimals

Integers (. . . -3, -2, -1, 0, +1, +2, +3, . . .)

Whole Numbers (0, 1, 2, 3, . . .)

Counting Numbers (1, 2, 3, 4, . . .)

Fundamental Operations (Calculation)

Addition algorithm

Subtraction algorithm

Multiplication algorithm

Division algorithm

Order of operations, i.e., use of parentheses in simplifying arithmetic expressions

Basic Skills

Reduction of fractions

Changing mixed numbers to improper fractions

Changing percents to fractions and fractions to percents

Finding a percent of a number and what percent one number is of another

Changing fractions to decimals and decimals to fractions

Ratio and proportion - estimation

Rounding off decimals and whole numbers

Approximation using scientific notation

Guess and check method

Rule of thumb

Property of comparison

equality/equivalence

inequality/greater than/less than

Properties of the real number system

commutative (order), associative (grouping), distributive (multiplication W.R.T. addition)

identity of one (x)

identity of zero (+)

multiplication by zero

transitive

inverses-multiplicative and additive